

# Graham Phelps

Skills training and coaching specialist

## Profile

Over the last twenty years I have personally trained or coached over 25,000 business professionals in 30 countries and hundreds of organisations.

- Substantial experience as a Senior Manager, Training Professional and Sales Director.
- Over twenty years' experience as an International business trainer, coach and consultant.
- Expert in all aspects of designing and delivering training across a variety of mediums, including bespoke global training programmes using live, video and online learning tools.
- Published book author and creator of various websites and online learning programs.



## Example course and coaching topics

- Consultative and solution selling skills
- Brilliant customer service
- Account management
- Business writing skills
- Time management – based on the book Working Smarter
- Interpersonal communication skills – including presentation skills and public speaking
- Sales prospecting
- Train the trainer / course design and development

## Delivery Style

My delivery style has been described as highly motivational, interactive and practical.

I can build rapport and credibility easily and naturally with any size or level of group and I would consider myself an expert communicator.

### What participants have said

*“Very knowledgeable and extremely well presented and structured”*

*“A very intensive course and a lot of concrete tools provided.”*

*“A useful data, tools and insights, engaging and interesting as always.”*

*“Very confident in the subject, and amusing too. Made the course very interesting. A very clear good sales model to use going forward.”*

*“Brilliant course, really interesting and very focused to my job role & day to day work.”*

*“Very good...contained everything we do on a regular basis and problems we have come across...the exercises made it very interesting too.”*

Continued...

[contact@grahmphelps.com](mailto:contact@grahmphelps.com) / 07515 851 691

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## Professional Experience

Top-performing Business Manager, IT Support Manager, Marketing Director and Head of Training with forward-thinking organisations including:

- **Head of Sales Performance (Europe) for Thomson Reuters.** Responsible for training and development for over 500 customer facing staff across seven countries.
- **Managing Director, 8020 Training Ltd.** Independent training company specialising in in-house business skills training.
- **Sales and Marketing Director, The Pearson Group** (Longman training and the Financial Times). Built and managed a team of over sixty sales people and account managers.
- **Senior Consultant, Hoskyns PLC.** IT managed services provider. Account manager for several large financial clients including Lloyds, C&G, Bank of Ireland and others.
- **Sales Manager ISC Systems.** Responsible for developing and managing front and back office systems integration services to UK building societies.
- **Major Account Sales, Entre Computer Systems.** Large value sales of PC-based and microcomputer-based companies in the Bristol area.

I have a degree in Marketing from the Chartered Institute of Marketing and am qualified NLP Master Trainer and member of International Institute of Coaching. Published author.

